

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Application No.	10/615,054	Confirmation No.:	7996
Applicant(s):	John Manos		
Filed:	8 July 2003		
Group Art Unit:	3623		
Examiner:	Karmelek, Alison L.		
Title:	Information Technology Service Request Level of Service Monitor		
Docket No.:	2560.055 (50-03-002)		
Customer No.:	60826		

Mail Stop Amendment
Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

RESPONSE TO OFFICE ACTION

Dear Sir:

Applicants respond as follows to the Office Action dated 21 March 2008:

Claim amendments begin on page 2 of this paper.

Remarks begin on page 9 of this paper.